

AGENDA BILL**Beaverton City Council
Beaverton, Oregon****SUBJECT:** Contract Award – Process Files, Print, Image, and Mail Services for Utility Billing Statements**FOR AGENDA OF: 11-10-20 BILL NO:** 20284**MAYOR'S APPROVAL:** Denny Doyle**DEPARTMENT OF ORIGIN:** Finance PO**DATE SUBMITTED:** 11-03-20**CLEARANCES:** City Attorney GWMayor's Office ACPurchasing TM**PROCEEDING:** CONSENT AGENDA
(CONTRACT REVIEW BOARD)**EXHIBITS:** 1. Bid Summary**BUDGET IMPACT**

EXPENDITURE	AMOUNT	APPROPRIATION
REQUIRED \$125,000	BUDGETED \$125,000*	REQUIRED \$0

*Account Numbers 501 Water Fund, 502 Sewer Fund and 513 Storm Drain Fund – Utility Billing and Collections Program 0545 – Professional Services Accounts 511 and Postage Accounts 302. The \$125,000 Amount Budgeted is included in the Adopted Budget for FY 2020-21, split between the Water, Sewer and Storm Drain Funds, and encompasses both services to prepare statements and postage to mail them.

RECOMMENDED ACTION:

Council, acting as Contract Review Board, awards a one-year contract to Metro Presort, dba Metro Statement Solutions of Portland, Oregon, for receiving, processing, printing, and mailing printed utility billing statements, in a form approved by the City Attorney. The contract would be renewable yearly for up to four additional one-year periods at the City's option through FY 2025-26 based on Council's approval of the future budgets. The estimated annual cost for the services is \$125,000.

HISTORICAL PERSPECTIVE:

The City has had a contract since 2015 with Metro Presort for receiving, printing, inserting, stuffing, mailing, and archiving Utility Billing customer statements. The City's approximately 24,000 customers are divided into four billing cycles each month. As each billing cycle is completed, an electronic file of billing information is sent to the vendor via File Transfer Protocol (FTP), where the file is processed and utility bills are printed, stuffed, and sorted to ensure the lowest possible postage charges. Postage is then affixed and delivered to the US Postal Service.

INFORMATION FOR CONSIDERATION:

The Request for Proposal (RFP) was issued on July 31, 2020. Five responsive (5) bids were received and opened on August 28, 2020, at 2:00 p.m. (see Exhibit 1).

An evaluation committee comprised of four staff members reviewed and evaluated the proposals and scored them based on criteria that included knowledge, experience and qualifications of project team members and firm, project approach and understanding, relevant experience, minority owned, women owned, emerging small business and price. Staff found that Metro Presort, dba Metro Statement Solutions was the highest ranked proposer. A protest was filed after the City issued a notice of intent to

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award the contract to Metro Presort. The Finance Director's recommendation to resolve the protest is described in a separate agenda bill.

If the City Council denies the protest, staff recommends that City Council award the contract to Metro Presort for an initial contract period of one year, with the option to renew the contract term for four additional one-year periods for the receiving, processing, printing and mailing of printed utility billing statements.



CITY OF BEAVERTON RESPONSIVE PROPOSALS RECEIVED

REQUEST FOR PROPOSAL FOR SERVICES TO PROCESS FILES, PRINT, IMAGE AND MAIL SERVICES FOR UTILITY BILLING STATEMENTS #3714-21B

Closing Date: 2:00 PM on August 28, 2020

1. Direct Response Media Group dba AKA Direct – Beaverton, OR
2. Metro Presort – Portland, OR
3. Moonlight BPO, LLC – Bend, OR
4. TC Delivers – Jacksonville, FL
5. Wright Business Graphics – Portland, OR